

**STATEMENT OF WORK**

**MENTAL HEALTH SERVICES ACT**

**ENHANCED EMERGENCY SHELTER PROGRAM**

**FOR**

**TRANSITION AGE YOUTH**

# STATEMENT OF WORK

## TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK .....	1
2.0	ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS.....	3
3.0	QUALITY CONTROL.....	3
4.0	QUALITY ASSURANCE PLAN .....	4
5.0	DEFINITIONS .....	5
6.0	RESPONSIBILITIES.....	6
	<u>COUNTY</u>	
6.1	Personnel .....	6
	<u>CONTRACTOR</u>	
6.2	Program Manager .....	7
6.3	Personnel .....	8
6.4	Uniforms/Identification Badges.....	8
6.5	Training .....	8
6.6	Contractor's Office.....	9
7.0	HOURS/DAYS OF WORK.....	9
8.0	WORK SCHEDULES.....	9
9.0	INTENTIONALLY OMITTED .....	9
10.0	SPECIFIC WORK REQUIREMENTS.....	9
11.0	NOTICES .....	14
12.0	GREEN INITIATIVES.....	16
13.0	PERFORMANCE REQUIREMENTS SUMMARY .....	16

## MENTAL HEALTH SERVICES ACT ENHANCED EMERGENCY SHELTER PROGRAM FOR TRANSITION AGE YOUTH, AGES 18-25

### 1.0 SCOPE OF WORK

The Mental Health Services Act (MHSA) Enhanced Emergency Shelter Program (EESP) for Transition Age Youth (TAY) is intended to provide shelter, food, clothing, hygiene products, supports (transportation, linkage to mental health, substance abuse, vocational, educational, counseling, benefits establishment, and more permanent housing options), and other identified necessities to Seriously Emotionally Disturbed (SED) and Severe and Persistently Mentally Ill (SPMI) TAY, 18 to 25 years of age, who are homeless, or at immediate risk of becoming homeless. These TAY generally have no other available funding source to pay for housing and must meet all of the criteria listed in Section 10.1, Eligibility Criteria, of this Exhibit to qualify for the EESP under the MHSA Community Services and Supports (CSS) Plan. Any TAY individual meeting such criteria will be hereinafter referred to as Client.

EESP services and supports provided under this Contract shall be provided and **be open to clients** on a 24-hour basis in Contractor's facility(ies) (e.g. shelter, board and care, transitional housing, sober living homes) for a maximum of 60 consecutive nights per episode. In no event shall EESP services and supports provided pursuant to this Contract be furnished for more than 60 continuous nights per client, per episode. Subsequent extensions may be made upon review of the particular client's housing plan and implementation progress and written approval from DMH.

#### A. Eligibility (Intake) Criteria

**Contractor SHALL PROVIDE EESP services and supports to individuals that meet ALL of the following criteria:**

- A.1 MUST BE** a TAY, i.e., ages 18 through 25;
- A.2** Client or Client and his/her children **MUST BE** homeless or at immediate risk of becoming homeless and **MUST NOT** have an alternative place to stay;
- A.3 MUST BE** SED/SPMI and diagnosed with an Axis I disorder as determined by DMH staff;
  - A.3.1 Does not require care and supervision, acute emergency intervention, inpatient hospitalization or other 24-hour treatment as determined by DMH staff.**
- A.4** If client is pregnant; client must not be beyond their 28 weeks (end of 2<sup>nd</sup> trimester) of diagnosed pregnancy.

**A.5** Client or client and his/her children **MUST NOT** have Supplemental Security Income (SSI), Employment Wages, Temporary Aid to Needy Families, or other resources to pay for shelter prior to entering shelter;

**A.6** **MUST BE** referred to Contractor's facility(ies) by DMH EESP Gatekeeper. County may cancel the approved referral of any client to Contractor's facility(ies), at any time, as determined by DMH, in its sole discretion.

A.6.1 Contractor shall refer any walk-ins to the DMH EESP Gatekeeper prior to providing any services.

A.6.2 DMH SHALL PROVIDE Contractor with information regarding its payment authorization policies and procedures as necessary for Contractor to invoice DMH for services provided under this Statement of Work (SOW). The County DOES NOT guarantee a specific or minimum number of client referrals or funding amount. Since EESP beds are purchased on an "as needed" basis, the Contract does not contain a contract dollar amount.

A.6.3 In no event shall Contractor be reimbursed under this Contract for any services provided to any client whose pre-authorized referral has been denied by County Program Manager.

A.6.4 Contractor shall not establish supplementary admission requirements or criteria in addition to those established by DMH. Whenever possible, Contractor shall encourage youth seeking entry into EESP to re-connect with family or friends who could temporarily or permanently provide support.

A.6.5 Contractor shall provide resources to the youth experiencing homeless whenever possible.

## **B. Program Services and Supports:**

**Contractor MUST PROVIDE EESP services and supports, at no cost, as described in this Contract. The services and supports offered MUST INCLUDE, but are not limited to:**

**B.1** Contractor shall ensure that a Harm Reduction approach is used in serving TAY. Contractor shall work with TAY to reduce negative consequences of continued use of alcohol and/or drugs.

**B.2** Contractor shall ensure that the facility is clean and complies with Department of Public Health guidelines and all other applicable building, safety, and health codes.

**B.2.1** Contractor shall provide access to showers, sinks, toilet and laundry services. The toilet, bathing and laundry area shall be free of mold and mildew.

B.2.1.1 Contractor shall establish a housekeeping and maintenance plan that ensures safety, and clean environment in order to prevent and eliminate insects and rodent infestations.

B.2.1.2 Contractor shall ensure that all sheets, towels and blankets are laundered weekly or more frequently as needed. Washers and dryers for clients' use shall be provided free of charge and include access to free detergent. If washers/dryers are inoperable; Contractor shall make arrangements to provide assistance with accessing laundromat services at Contractor's expense.

**B.2.2** Contractor shall be in compliance with all applicable federal, state, and/or local mandates.

## **2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS**

All changes must be made in accordance with sub-paragraph 8.1 Amendments of the Contract.

2.1 Vendor facility must have code compliant smoke alarms, carbon monoxide alarms, First Aid kits in visible location. Vendor must post the Disaster/Emergency Procedure and Evacuation plan in a visible location. A copy of the Disaster/Emergency Procedure and Evacuation plan must be submitted.

## **3.0 QUALITY CONTROL**

The Contractor must establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Contract. The Plan must be submitted to the County Program Manager for review. The plan must include, but may not be limited to the following:

3.1 Method of monitoring to ensure that Contract requirements are being met;

3.1.1 Contractor Must identify staff responsible for monitoring Contractor's compliance with all contract terms and performance standards per this Statement of Work.

3.2 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

3.3 A record of compliance with all required Policies and Procedures as required by law for a EESP site:

- 3.3.1 Contractor shall provide and maintain a written set of Grievance Policies and Procedures and Termination Policies and Procedures. These shall be provided to Client(s) at intake.
- 3.3.2 Contractor shall post and maintain a written disaster and mass casualty plan of action in accordance with the California Code of Regulations (CCR) Title 22, Section 80023. Such plan and procedures **MUST BE SUBMITTED** to DMH's County Program Manager at least ten (10) days prior to the commencement of services under this Contract.
- 3.3.3 Contractor shall maintain a process for reporting known or suspected child and elder/dependent adult abuse.

#### **4.0 QUALITY ASSURANCE PLAN**

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in this Contract, Paragraph 8, Standard Terms and Conditions, Paragraph 8.17, County's Quality Assurance Plan.

##### **4.1 Quarterly Meetings**

Contractor's Shelter Manager and/or his/her designee shall attend quarterly provider meetings as scheduled by DMH.

##### **4.2 Monitoring**

4.2.1 The County will continuously monitor the Contractor's performance and provision of services per this Statement of Work.

4.2.2 The County will continuously monitor to ensure that Contractor remains in good standing as a County contractor. In this Statement of Work, being in "good standing" means that Contractor continues to meet all items in Exhibit 3 of the Work Order Solicitation Section VI.

4.2.3 Contractor shall provide documentation requested during monitoring visits. Documentation shall include but is not limited to current and valid copies of: dietary menus; certifications required for cooks and food handlers; Public Health Permits; Fire Permit/clearance; verification of Live Scans completed for employees; First Aid/CPR certifications; business license; and Certificate of Occupancy. Additional supporting documents may be requested to ensure the agency's ability to provide the required services and to monitor the quality of the services.

4.3 Contractor **MUST** identify staff responsible for overseeing and maintaining accurate and complete records of all services provided.

#### 4.4 Contract Discrepancy Report (Exhibit 1 Attachment 1).

Verbal notification of a Contract discrepancy will be made to the Contract Program Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

The County Program Manager will determine whether a formal and written Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Program Manager within 10 workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Program Manager within 10 workdays.

#### 4.5 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

### 5.0 DEFINITIONS

Standard Definitions:

5.1 The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

5.1.1 **Client:** Individual(s) that meet criteria in Section 10.1, Eligibility Criteria, and are referred to Contractor for EESP services by DMH.

5.1.2 **Contract:** This Agreement executed between County and Contractor. It sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services and other work including the Statement of Work, Exhibit 1. The terms "Contract" and "Agreement" may be used interchangeably throughout the Statement of Work, Exhibit 1.

5.1.3 **Contractor:** The sole proprietor, partnership, corporation or other person or legal entity that has entered into this contract with the County to perform or execute the work covered by this contract.

5.1.4 **Contractor Program Manager:** The person designated by the Contractor to administer the Contract operations under this Contract

5.1.5 **County Program Analyst:** Person designated by DMH with responsibility to oversee the day to day activities of this contract. Responsibility for

inspections of any and all tasks, deliverables, goods, services and other work provided by the contractor.

- 5.1.6 **County Program Manager:** Person designated by DMH with authority for County on contractual or administrative matters relating to this contract and designated to manage the operations under this contract.
- 5.1.7 **Day(s):** Calendar day(s) unless otherwise specified.
- 5.1.8 **Episode: Refers to time and/or period of client stay at EESP Site;** Each separate occasion the client stays equal to or less than 60 continuous nights at the EESP site.
- 5.1.9 **Fiscal Year:** The twelve (12) month period beginning July 1<sup>st</sup> and ending the following June 30<sup>th</sup>.
- 5.1.10 **Gatekeeper:** Designated DMH staff who is responsible for screening and for verifying that the client meets the target TAY population as described in this Statement of Work (SOW) before admitting clients into EESP site.
- 5.1.11 **Harm Reduction:** Is a set of practical strategies that reduce negative consequences associated with drug use and mental illness.
- 5.1.12 **Immediate Risk of Being Homeless:** A person who does not have sufficient financial resources available and/or who are living in unstable living situations; does not have an alternative place to stay.

## 6.0 RESPONSIBILITIES

The County's and the Contractor's responsibilities are as follows:

### COUNTY

#### 6.1 Personnel

The County will administer the Contract according to the Contract, Paragraph 7.0, and Administration of Master Agreement - County. Specific duties will include:

- 6.1.1 Monitoring the Contractor's performance in the daily operation of this Contract. Monitoring Site Visits will be completed quarterly.
- 6.1.2 Providing direction to the Contractor in areas relating to policy, information and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with the Contract, Paragraph 8. Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.



- 6.1.4 County Program Manager may determine from time to time the number and type of staff which Contractor shall provide for services hereunder.
- 6.1.5 County Program Manager may require Contractor to provide upon request, a list of all persons by name, title, professional degree, and experience, who are providing any services hereunder.
  - 6.1.5.1 County Program Manager and/or his/her designee shall have the right to monitor and specify the type and amount of services and supports, quality, and appropriateness, timeliness. Upon receipt of a DMH Monitoring Report, Contractor must respond in writing to the County Program Manager within the time specified in the Report either acknowledging the reported deficiencies or presenting contrary evidence, and, in addition, submitting a plan for immediate correction of all deficiencies.
  - 6.1.5.2 County Program Manager and/or his/her designee will evaluate Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all contract terms and performance standards. Contractor deficiencies which County Program Manager determines are severe or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by the County Program Manager and Contractor. If improvement does not occur consistent with the corrective action measures, County Program Manager may terminate this Contract.

## **CONTRACTOR**

### **6.2 Program Manager**

- 6.2.1 Contractor must provide a full-time Program Manager and a designated alternate. Contractor shall provide a telephone number where the Program Manager and designated alternate may be reached during normal business hours of operation between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The Program Manager or designated alternate shall respond to inquiries and complaints within 24 hours or the next business day.
- 6.2.2 Program Manager, or designated alternate, must act as a central point of contact with the County.
- 6.2.3 Program Manager or designated alternate must have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Program Manager or designated alternate shall be able to effectively communicate, in English, both orally and in writing.

### 6.3 Personnel

- 6.3.1 Contractor must assign a sufficient number of employees to perform the required work. At least one employee on site shall be authorized to act for Contractor in every detail.
- 6.3.2 Contractor must have properly trained personnel, to provide safety, support, and supervision of Clients to prevent potential for abuse and/or victimization.
- 6.3.3 Contractor **MUST** have a minimum of two (2) staff on-site at all times to provide general 24-hour oversight of all EESP clients.
- 6.3.4 Staff **MUST** be properly trained in caring for clients with SED/SPMI, including handling crisis situations, refer to section 6.5 of the SOW.

### 6.4 Identification Badges

- 6.4.1 Contractor must ensure their employees are appropriately identified as set forth in sub-paragraph 7.4 – Contractor's Staff Identification, of the Contract.

### 6.5 Training

- 6.5.1 Contractor shall provide training programs for all new employees and continuing in-service training for all employees to ensure competency within the following core areas:
  - Program operations
  - Effective interactions with participants
  - Harm Reduction (Overdose Prevention and Intervention)
  - Trauma informed Care
  - Mental Health First Aid
  - Non-Violent Crisis Intervention
  - Stages of Change/Motivational Interviewing
  - Equal Access Gender Identity Policy
  - Emergency Evacuation procedures
  - Domestic Violence & Safety Planning
  - CPR, First Aid, & Communicable Disease procedures
- 6.5.2 Contractor must maintain certificates and other documentation that verify training attendance and shall be maintained for each employee and documented in the employee's file.

## 6.6 Contractor's Office

6.6.1 Contractor must maintain an office with a telephone in the company's name where Contractor conducts business. **The office must be staffed** during normal business hours of operation between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The office shall be staffed by Contract Program Manager and/or designee who can respond to all matters related to the Contractor's performance of the contract. When the office is closed, an answering service shall be provided to receive calls.

6.6.1.1 **Contractor shall respond to messages received by the answering service within 24 hours of receipt the next business day.**

## 7.0 HOURS/DAYS OF WORK

The EESP services and supports provided under this Contract shall be provided and **be open to clients** twenty-four (24) hour per day and seven (7) days per week in Contractor's EESP sites.

## 8.0 WORK SCHEDULES

8.1 Contractor must submit for review and approval a work schedule for each facility to the County Program Manager within seven (7) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going maintenance tasks and task frequencies. The schedules shall list the time frames by day of the week, morning, and afternoon the tasks will be performed.

## 9.0 INTENTIONALLY OMITTED

## 10.0 SPECIFIC WORK REQUIREMENTS

### 10.1 Eligibility Criteria

**The target population criteria for TAY is in the State approved MHSA CSS Plan which can be accessed through the Department of Mental Health (DMH) website below by clicking on "Mental Health Services Act."**

<https://dmh.lacounty.gov/about/mhsa/supports/plan/> - this takes you to the website.

[http://file.lacounty.gov/SDSInter/dmh/158987\\_CSS\\_Plan\\_Summary.pdf](http://file.lacounty.gov/SDSInter/dmh/158987_CSS_Plan_Summary.pdf) - this is the manual.

**10.1.1 Client MUST BE a TAY ages 18 through 25;**

- 10.1.2 Client, and his/her children, **MUST BE homeless or at immediate risk of becoming homeless and MUST NOT have an alternate place to stay;**
- 10.1.3 Client **MUST BE SED/SPMI and diagnosed with an Axis I disorder as determined by DMH staff;**
  - 10.1.3.1 Client **DOES NOT** require care and supervision, acute emergency intervention, inpatient hospitalization, or other 24-hour treatment as determined by DMH staff.
- 10.1.4 If Client is pregnant, Client **MUST NOT** be beyond 28 weeks (end of 2<sup>nd</sup> trimester) of diagnosed pregnancy;
- 10.1.5 Client or Client and his/her children **MUST NOT** have Supplemental Security Income (SSI), Employment Wages, Temporary Aid to Needy Families, or other resources to pay for shelter prior to entering shelter.

## 10.2 Referrals

**Clients that meet Eligibility Criteria in Section 10.1 shall be referred to Contractor by DMH ONLY. DMH may cancel the approved referral of any Client to Contractor, at any time, in its sole discretion.**

- 10.2.1 DMH will identify the housing needs of Clients, verifying that he/she meets the target population as described in Section 10.1 AND will authorize admission to an EESP site. DMH will also informally screen the Client to determine the level of services needed and arranging for a referral to either a Full-Service Partnership (FSP) agency or other appropriate community-based mental health agency;
- 10.2.2 Contractor shall refer walk-in individuals that meet the target population to the DMH EESP Gatekeeper for a referral to the EESP;
- 10.2.3 Contractor shall not establish supplementary admission requirements or criteria in addition to those established by DMH.
- 10.2.4 DMH staff will be responsible for keeping in regular contact with the Client, working towards establishing benefits, stabilizing the Client, assisting in the placement of each Client in more permanent living arrangement, and keeping appropriate DMH staff abreast of the progress that is being made with the Client.

## 10.3 Services

**Contractor shall provide all services as described in this Statement of Work (SOW). All services shall be provided at no cost to the Client and shall ensure that a Harm Reduction approach is used when serving Clients and Clients and his/her children.**

### 10.3.1 Program Services and Supports-General Items

- 10.3.1.1 Contractor shall provide access to clean, functional and safe showers, sinks, toilets and laundry facilities.
- 10.3.1.2 Contractor shall ensure that all sheets, towels and blankets are laundered regularly. Use of washers and dryers shall be provided to clients free of charge and include access to free detergent. When/if washers and dryers are unavailable, Contractor shall make arrangements for access to laundromat services at Contractor's expense.
- 10.3.1.3 Contractor shall enforce a housekeeping and maintenance plan that ensures safety and cleanliness to prevent and eliminate insects and rodent infestation.
- 10.3.1.4 Contractor shall provide appropriate clothing and toiletries (e.g., comb, toothbrush, hygiene products, etc.), as needed.
- 10.3.1.5 Contractor shall provide a secure location for medicine storage such as medication cabinet, locker, or drawer.
- 10.3.1.6 Contractor shall provide transportation to shelter for admission and local government offices, for each Client, as necessary, in order to assist Client with the development and implementation of their case plan.

### 10.3.2 Program Services and Supports-Sleeping Areas

- 10.3.2.1 The living arrangements for unaccompanied Clients must not exceed two (2) beds to a room, one (1) night stand for each bed, closet space, and a secure space (chest drawers, locker, foot locker) for client's belongings.

- 10.3.2.2 Contractor shall provide each client with a bed and clean bedding that includes towels, sheets, a blanket and a pillow.
- 10.3.2.3 Contractor shall accommodate Clients with children and shall provide a crib/bassinet for infants when appropriate.
- 10.3.2.4 Contractor shall ensure all rooms have adequate and functional air conditioning/ventilation and heating.

### **10.3.3 Program Services and Supports-Meals**

- 10.3.3.1 Contractor must provide three (3) balanced meals per day to each client and their child(ren): a breakfast, a lunch, and a hot dinner.
- 10.3.3.2 Contractor must accommodate individuals who have a physicians' prescription for special dieting needs and those with religious dietary restrictions.
- 10.3.3.3 Contractor shall post weekly Meal plans and schedules in common areas. Any changes to these shall be posted in common areas.
- 10.3.3.4 Contractor shall serve meals in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available for each client.
- 10.3.3.5 Contractor shall provide meals that meet applicable United States Department of Agriculture guidelines.
- 10.3.3.6 Contractor shall provide catered meals, or otherwise make arrangements that ensure each client is provided with adequate meals when cooking is not provided on site.

### **10.3.4 Case Management Services**

Contractor shall provide the following Case Management services:

- 10.3.4.1 An assessment of housing and service needs;
- 10.3.4.2 Assistance with obtaining government identification and other personal documents;
- 10.3.4.3 Assistance with enrollment with ongoing benefits and resources (CalWORKs, SSI/SSDI, health insurance, public benefits, etc.).
- 10.3.4.4 Linkage to mental health, substance abuse, employment/vocational, educational services, legal assistance, and money management.

### **10.3.5 Enhanced Supportive Services and Programming.**

Contractor shall provide supportive services and programming to the Clients during their residence in the shelter (e.g. linkage to mental health, substance abuse counseling, domestic violence counseling, money management, activities of daily living, skill building activities, peer support groups, vocational services, educational services, etc.). Required enhanced supportive services and programming shall, at a minimum, include the following:

- 10.3.5.1 Life Skills Counseling: 1.5 Hours per day (e.g., accessing benefits; job search and interviewing; education information; interpersonal skills communication; etc.). See Exhibit 2 Attachment III and Exhibit 2 Attachment IV
- 10.3.5.2 Healthy Living Groups; 3.0 Hours per week (e.g., topics include: safe sex; substance abuse; nutrition; self-care; etc.). See Exhibit 2 Attachment III and Exhibit 2 Attachment IV
- 10.3.5.3 Transportation Supports (e.g., bus fare, van service, and/or taxi service) to shelter for admission; to local government offices to apply for benefits; and/or assist with locating other housing resources. See Exhibit 2 Attachment III and Exhibit 2 Attachment IV

- 10.3.5.4 Additional enhanced services MAY INCLUDE but are not limited to: individual rooms; short-term case management; linkage to benefit entitlements; referral to health examinations; and other housing resources.  
See Exhibit 2 Attachment III
- 10.3.5.5 Cooperation with DMH staff assigned to assure each Client's linkage to ongoing mental health services.  
See Exhibit 2 Attachment IV

Contractor **MUST SUBMIT** the required Forms as indicated in the Section 10.3.5 (Enhanced Supportive Services and Programing) as written proof of delivery of the Enhanced Supportive Services and Programming with their monthly invoices. Please see Exhibit 2 - Attachment III (Enhanced Services Certification Form), and Exhibit 2 - Attachment IV (Group Attendance - Sign in Sheet).

## 11.0 NOTICES

### 11.1 Emergency Medical Care

Contractor shall call for emergency transportation for Clients who require emergency medical care to an appropriate medical facility.

- 11.1.1 The cost of transportation and the cost of any emergency medical care SHALL NOT be a charge to nor reimbursable under this Contract.
- 11.1.2. Contractor shall establish and post written procedures in a prominent public area, accessible by all program participants describing appropriate action to be taken in the event of a medical emergency.
- 11.1.3. Contractor shall notify County Program Manager and/or his/her designee **IMMEDIATELY** by telephone (**NOT EMAIL**) of any and all medical emergencies. Contractor shall provide details about the nature of the emergency and status of the Client.

### 11.2 Clinical Event

Contractor **SHALL IMMEDIATELY** notify County Program Manager and/or his/her designee, upon becoming aware of any clinical event of Client(s) served.

- 11.2.1 Contractor shall notify County Program Manager by telephone;



- 11.2.2 Contractor shall follow telephone notification in Section 11.2.1 with a written notice on company letterhead immediately upon learning of such clinical event;
- 11.2.3 Contractor shall include the following information during notices in Section 11.2.1 and 11.2.2: 1.) the name of the client, 2.) the DMH Integrated Behavioral Health Information System (IBHIS) identification number and/or social security number, 3.) the date of clinical event, 4.) a summary of the circumstances thereof, and 5.) the name(s) of all Contractor's staff with knowledge of the circumstances; and
- 11.2.4 Contractor shall submit a written Clinical Event Report (CER) **within 48 hours** of the event and mail specific report pages as instructed in the DMH Policy No. 303.05 pertaining to CER.

**CERs or information regarding CERs must not be emailed or faxed in order to preserve confidentiality and protect relevant privileges.**

- 11.2.5 Clinical events include, but are not limited to:
- 11.2.5.1 Death – Unknown Cause;
  - 11.2.5.2 Death – Suspected or Known Cause Other Than Suicide;
  - 11.2.5.3 Death – Suspected or Known Suicide;
  - 11.2.5.4 Suspected or Known Suicide Attempt Requiring Emergency Medical Treatment (EMT);
  - 11.2.5.5 Client Self-Injury Requiring EMT (Not Suicide Attempt);
  - 11.2.5.6 Client Injured Another Person Who required EMT;
  - 11.2.5.7 Suspected or Alleged Homicide by Client;
  - 11.2.5.8 Medication Error;
  - 11.2.5.9 Suspected or Alleged Inappropriate Interpersonal Relationship with Client by Staff;
  - 11.2.5.10 Threat of Legal Action;
  - 11.2.5.11 Client Assault by Another Client Requiring EMT;
  - 11.2.5.12 Adverse Drug Reaction Requiring EMT;
  - 11.2.5.13 Alleged Assault by Staff Member to Client; or
  - 11.2.5.14 Inaccurate or Absent Laboratory Data Resulting in a Client Requiring EMT.

### 11.3 Other Events

Contractor shall report to DMH on the social and mental well-being of youth. This may include notification on:

11.3.1 positive results of substance abuse from urine screenings;

11.3.2 unauthorized absences; and

11.3.3 criminal behavior including arrests with or without conviction.

## **12.0 GREEN INITIATIVES**

12.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

12.2 Contractor shall notify County’s Program Manager of Contractor’s new green initiatives prior to the contract commencement.

## **13.0 PERFORMANCE REQUIREMENTS SUMMARY**

See Performance Requirement Summary (PRS) chart, Exhibit 1 Attachment 2, for a listing of required services that will be monitored by the County during the term of the Contract

**DATES:** Prepared: \_\_\_\_\_  
Returned by Contractor: \_\_\_\_\_  
Action Completed: \_\_\_\_\_

**DISCREPANCY PROBLEMS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of County Representative	Date
------------------------------------	------

**CONTRACTOR RESPONSE (Cause and Corrective Action):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Contractor Representative \_\_\_\_\_ Date \_\_\_\_\_

COUNTY EVALUATION OF CONTRACTOR RESPONSE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Contractor Representative \_\_\_\_\_ Date \_\_\_\_\_

**COUNTY ACTIONS:** \_\_\_\_\_

\_\_\_\_\_

**CONTRACTOR NOTIFIED OF ACTION:**

**County Representative's Signature and Date** \_\_\_\_\_

**Contractor Representative's Signature and Date**\_\_\_\_\_

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

**EXHIBIT 1-ATTACHMENT 2**

<b>SPECIFIC PERFORMANCE REFERENCE</b>	<b>SERVICE</b>	<b>MONITORING METHOD</b>
SOW: Sub-section 10.3.1.1	Clean, functional and safe showers, sinks, toilets and laundry facilities.	Inspection and observation via unannounced site visit
SOW: Sub-section 10.3.1.2	Provide regularly laundered sheets, towels and blankets. Provide washers, dryers and detergent free of charge and or arrange access to laundromat services at Contractor's expense.	Inspection and observation via unannounced site visit
SOW: Sub-section 10.3.1.3	Establish and enforce a housekeeping and maintenance plan ensuring safety, and a clean environment to eliminate insects and rodent infestations.	Inspection and observation via unannounced site visit
SOW: Sub-section 10.3.1.4	Provide appropriate clothing and toiletries (e.g., comb, toothbrush, hygiene products, etc.), as needed.	Inspection and observation via unannounced site visit
SOW: Sub-section 10.3.1.5	Provide a secure location for medicine storage.	Inspection and observation via unannounced site visit
SOW: Sub-section 10.3.1.6	Transportation for each client to the shelter for admission and to local government offices, as necessary.	Inspection and observation via unannounced site visit
SOW: 10.3.2 Program Services and Supports-Sleeping Areas. Subsections: (10.3.2.1, 10.3.2.2, 10.3.2.3, 10.3.2.4)	Living arrangements for unaccompanied Clients must not exceed two (2) beds to a room, one (1) night stand for each bed, closet space, and a secure space (chest drawers, locker, foot locker) for client's belongings. Crib/ bassinet for infants when appropriate shall be provided. All rooms shall have adequate and functional air conditioning/ventilation and heating.	Inspection and observation via unannounced site visit
SOW: 10.3.3 program Services and Supports-Meals. Subsections: (10.3.3.1, 10.3.3.2, 10.3.3.3)	Three (3) balanced meals per day: breakfast, lunch and a hot dinner. Accommodate individuals who have a physicians' prescription for special dieting needs and those with religious dietary restrictions.	Inspection and observation via unannounced site visit
SOW: 10.3.3 program Services and Supports-Meals. Subsections: (10.3.3.4, 10.3.3.5, 10.3.3.6)	Meal shall be served in area specifically designated for meal consumptions, meals shall meet applicable United States Department of Agriculture guidelines, and catered meals or otherwise arrangements that ensure each client is provided with adequate meals when cooking is not provided on site shall be made.	Inspection and observation via unannounced site visit

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

**EXHIBIT 1-ATTACHMENT 2**

SOW: 10.3.4 Case Management Services. Subsections (10.3.4.1, 10.3.4.2, 10.3.4.3, and 10.3.4.4)	Housing and services needs assessments, assistance with obtaining government identification and other personal documents. Assist with enrollment with ongoing benefits and resources and linkage to mental health, substance abuse, employment/vocational, educational services, legal assistance, and money management.	Inspection and observation via unannounced site visit
SOW: 10.3.5 Enhanced Supportive Services and Programing subsection 10.3.5.1	Life Skills Counseling: 1.5 Hours per day (e.g., accessing benefits; job Search and interviewing; education information; interpersonal skills communication; etc.).	Monthly Review of submitted Attachments: Exhibit 4 Attachment III Exhibit 4 Attachment IV
SOW: 10.3.5 Enhanced Supportive Services and Programing subsection 10.3.5.2	Healthy Living Groups; 3.0 Hours per week (e.g., topics include: safe sex; substance abuse; nutrition; self-care; etc.).	Monthly Review of submitted Attachments: Exhibit 4 Attachment III Exhibit 4 Attachment IV
SOW: 10.3.5 Enhanced Supportive Services and Programing subsection 10.3.5.3	Transportation Supports (e.g., bus fare, van service, and/or taxi service) to shelter for admission; to local government offices to apply for benefits; and/or assist with locating other housing resources.	Monthly Review of submitted Attachments: Exhibit 4 Attachment III Exhibit 4 Attachment IV
SOW: 10.3.5 Enhanced Supportive Services and Programing subsection 10.3.5.4	Additional enhanced services MAY INCLUDE, but are not limited to: individual rooms; short-term case management; linkage to benefit entitlements; referral to health examinations; and other housing resources.	Monthly Review of submitted Attachments:  Exhibit 4 Attachment III
SOW: 10.3.5 Enhanced Supportive Services and Programing subsection 10.3.5.5	Cooperation with DMH staff assigned to assure each Client's linkage to ongoing mental health services.	Monthly Review of submitted Attachments:  Exhibit 4 Attachment V